

31<sup>st</sup> January 2022

To:

**National Stock Exchange of India  
Limited (Scrip Code: FSL)**  
Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Press Release**

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find attached herewith the press release titled **“Firstsource Named Leader in Payer Digital Transformation Services and Rising Star in Payer BPaaS Services in ISG Provider Lens™ 2021”** which will be disseminated shortly.

The Press release is self-explanatory.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary & Compliance Officer**  
Encl.: A/a

**FIRSTSOURCE SOLUTIONS LTD.,**

Paradigm B, 5th Floor, Mindspace, New Link Road, Malad (W), Mumbai - 400 064, India.  
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**Firstsource Named Leader in Payer Digital Transformation Services and  
Rising Star in Payer BPaaS Services in ISG Provider Lens™ 2021**

*Recognized for delivering a digital-first pathway that improves member care and business outcomes*

**Mumbai, India | Louisville, US, January 31, 2022:** [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a global provider of Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, has been named a **Leader** in the Payer Digital Transformation Services category and a **Rising Star** in the Payer Business-Processes-as-a-Service (BPaaS) Services category by leading global technology research and advisory firm [Information Services Group \(ISG\)](#) in their quadrant report on Healthcare Digital Services - ISG Provider Lens™.

“Most healthcare organizations are currently seeking digital solutions that improve processes and reduce costs,” said **Venkatgiri Vandali, President, Healthcare and Lifesciences, at Firstsource Solutions**. “Our teams have been working passionately to provide our healthcare customers with modern technologies that enable transformation, help enhance health outcomes and improve the member experience overall. To be positioned in the Leader and Rising Star quadrants is a great testament to the work we have done this year and there is more to come in 2022 as we continue to build out and invest in our capabilities, infrastructure, and people.”

ISG recognized the company’s ongoing innovations and leadership in helping its customers transform their business operations using digital technologies in areas such as customer/member experience, operational efficiency, automating key functions for better quality and efficiency, improving risk management and reducing costs. The report refers to Firstsource’s vast experience in the healthcare industry and the huge growth of its payer business in recent years, leading the company to now work with eight of the top 10 plans. Describing Firstsource as constantly improving its delivery model to better serve payer organizations, ISG recognized Firstsource’s end-to-end BPaaS model which helps payers improve member satisfaction and retention.

The 2021 ISG Provider Lens™ Healthcare Digital Services report analyzes software vendors and service providers, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology. It offers an objective, data-driven assessment of technology and service providers' strengths and weaknesses, as well as their relative positioning in the market.

**To view a complimentary copy of the ISG Provider Lens™ for Healthcare Digital Services Study, visit here:** [Healthcare Digital Services ISG Report - Firstsource](#)

**About Firstsource**

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries. The Company’s ‘Digital First, Digital Now’ approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage. With an established presence in the US, the UK, India and the Philippines, Firstsource acts as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies. <https://www.firstsource.com/>

## About ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit [www.isg-one.com](http://www.isg-one.com).

## Media contacts

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